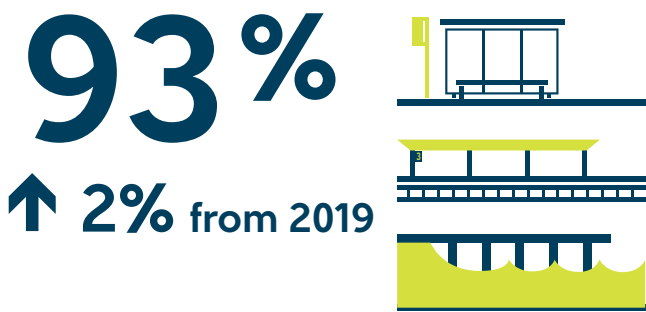
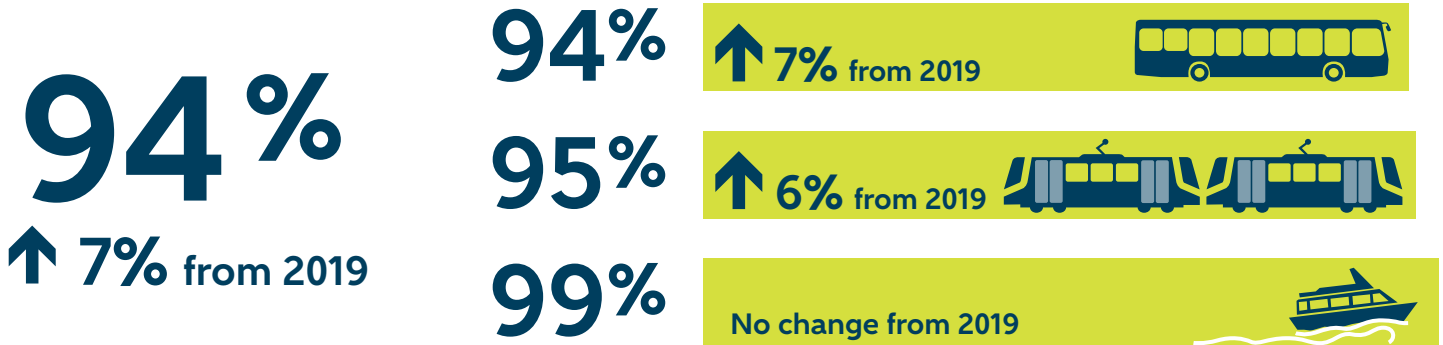
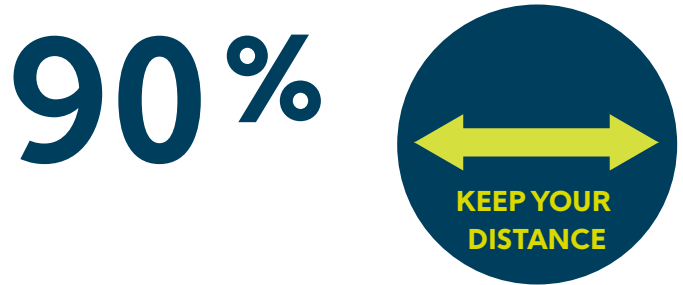


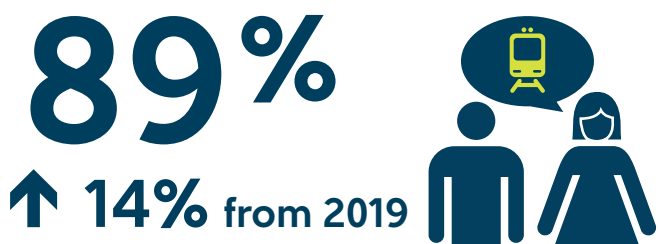
OVERALL SATISFACTION WITH THE JOURNEY



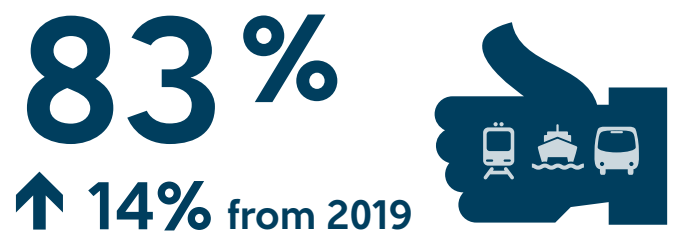
OVERALL SATISFACTION WITH THE STOP, STATION, WHARF



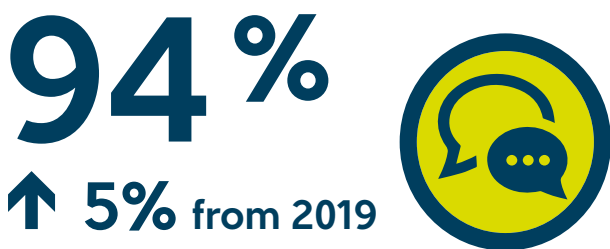
SATISFACTION WITH METLINK'S COVID-19 RESPONSE



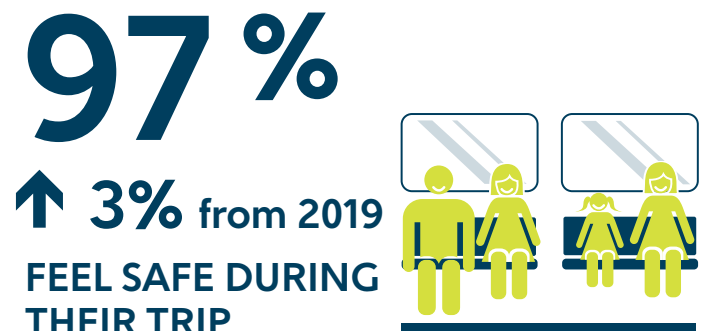
LIKELIHOOD OF RECOMMENDING PUBLIC TRANSPORT TO OTHERS



OVERALL SATISFACTION WITH THE PUBLIC TRANSPORT SYSTEM



SATISFACTION WITH HELPFULNESS OF DRIVER/STAFF



FEEL SAFE DURING THEIR TRIP

Note: Results are from an on-board questionnaire survey of 3,228 customers travelling during 21 October – 20 November 2020 (across 218 trips). For the full report, see the [Customer Satisfaction Survey](#) page on the Metlink website.